

## SC DMH Client Advocacy Report June 2013

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	10	47
Harris	12	49
Morris Village	15	34
Hall	4	30
Tucker	0	6
Forensics (GEO & Bldg. 1)	23	116
Mental Health Centers	29	223
<b>Total</b>	<b>93</b>	<b>505</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	63	529
Information, Referral & Other Assistance <sup>1</sup>	10	76

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	32	8	21	14	61
2) Admission & Discharge	48	26	19	17	93
3) Information & Advocacy	12	13	7	7	32
4) Physical Environment	9	8	1	2	18
5) Inpatient Rights	65	60	1	33	126
6) Personal Property & Money	22	22	13	9	57
7) Confidentiality & Consent	5	6	20	6	31
8) Treatment	27	13	156	29	196
9) Other Rights Issues	4	5	32	6	41
<b>Total<sup>5</sup></b>	<b>224</b>	<b>161</b>	<b>270</b>	<b>123</b>	<b>655</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	3	5			8
b. Excessive Restraint, Seclusion & PRNs	2				2
c. Sexual Abuse		1	1		2
d. Verbal Abuse or Violations of Dignity	23		16	12	39
e. Neglect	4	1	2	1	7
f. Financial Exploitation		1	2	1	3
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	19	13	2	8	34
b. Community Placement (where)	20	4	4	4	28
c. Periodic Court Review	4	2			6
d. Questions, Education & Other	5	7	13	5	25
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	4	4	4		12
b. Access to Legal Resources	4	5		3	9
c. Questions, Education & Other	4	4	3	4	11
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	3	3	1	1	7
b. Linens, Clothes & Toiletries	2	4			6
c. Disrepair of Physical Plant	3	1		1	4
d. Cleanliness of Facilities	1				1
<b>5) Inpatient Rights</b>					
a. Privacy	4			1	4
b. Safety	5	7		3	12
c. Freedom, Privileges & Fairness	25	26		16	51
d. Communication	11	15		5	26
e. Health Care	20	12	1	8	33
<b>6) Personal Property &amp; Money</b>					
a. Property	9	12		2	21
b. Money, Entitlements, Rep. Payee	11	7	2	5	20
c. Billing Issues	2		8	2	10
d. Other Non-DMH Issues		3	3		6
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	1	4	13	2	18
b. Breach of Confidentiality	3	1	4	2	8
c. Issues of Consent, Confidentiality, etc.	1	1	3	2	5
<b>8) Treatment</b>					
a. Eligibility for Services	2		28	2	30
b. Accessibility to Staff & Treatment	7		49	8	56
c. Individualized, Client-Driven	13	7	73	17	97
d. Right to Refuse Treatment	5	6	6	2	13
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education	1	4		1	5
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.	1		1		2
d. Voting					
e. Housing			20	4	20
f. Legal assistance for Non-DMH issues	1	1	11	1	13